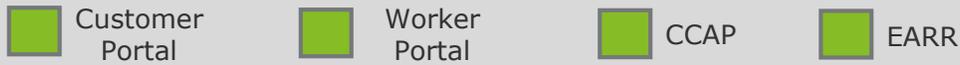


# Production Daily Health Report

## Wednesday November 9th 2016 (10:00 AM EDT)

### Infrastructure and Upcoming Events



**Daily Smoke Test Status:** Pass

#### Key Events

Date	Event	Status
11/2	Nov M&O Scoping	In Progress
11/3	Supportive Services Issuance	On Hold
11/8	GPA Semi-Monthly	Not Started
11/8	CCAP Payroll – Batch 11	Completed
11/10	SSP Recon	In Progress

### Batches

Executed	Failed	Passed	Held / Not Scheduled*
158	0	158	174

Batch Name	Status	Impact
Benefit Issuance	Passed	
Mass Update	Passed	
Self Service Portal	Passed	
Reports	Passed	
Support Functions	Passed	
Notices	Passed	
EDM	Passed	

### Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS 1605 – Benefit Decision Notice	Pending	N/A	0	TBD	0
DHS 3503 – Additional Documentation Required Notice	Pending	N/A	0	TBD	0

### Interfaces

Critical Trading Partner	Transfer Status	QC Status	Impact
MMIS	Passed	Passed	
FIS (EBT)	Passed	Passed	
Child Support	Passed	Passed	
SSA	Passed	Passed	
Bank of America	N/A	N/A	
Santander	N/A	N/A	
Welligent	N/A	N/A	
Carriers & NFP	Passed	Passed	
DCYF	Passed	Passed	

\*This includes jobs that are monthly that have not hit their execution date as well as jobs that have known issues.

# RIBridges Top Issues Impacting Cases

Wednesday November 9th, 2016 (10:00 AM EDT)

**28**  
Cases without Coverage  
due to Top Issues

**0** P1 Incidents  
8 P2 incidents  
1605 P3 incidents  
44 P4 incidents

## Top Issues Impacting Cases

#	Issue Description	# Cases Blocking Coverage	Root cause	Resolution
1	Converted SSI Cases missing data	26	Four fields from SSP Information are intermittently appearing blank on the front end for various cases	Multiple root causes with iterative fixing planned by 11/12
2	Notices – Text and Data discrepancies during Quality Review (RIB-6163, RIB-6235)	~	Multiple root causes. Total number of QC passed notices is 22 - SNAP and RIW quarterly statements, 6 month Interim and Mid-certification reports are in-review	8000 backlog BDNs are mailed to the customer; additional backlog notice processing planned for upcoming weekend if State approval received
3	SSP Issuance did not generate for all individuals (RIB-6264)	0	Mismatch in count of issuances from last month	<b>Resolved</b> - Issuances are complete for November and benefit issuance report has been shared
4	Claim Processing – Unable to post payments for ~250 accounts (RIB-6247, RIB-6241, RIB-6345)	~	Some of the key fields required for claims processing were not converted correctly	Data fix will be applied to populate the missing fields in the claims processing module. Target Fix Date – 11-12-2016
5	~200 Accounts remain in maintenance mode due to issues with data sync (RIB-4416)	~	We continue to work through the remaining accounts that failed to data sync between the portals and are on track to finish by 11/12.	Long term fix for data sync via a new batch job targeted for 11/12. 82 accounts failed MU from original 427 in maintenance mode that need analysis.
6	Conflicting verifications for the same data points and issues with external sources	2	231 accounts need manual lookup before a data fix could be done because of the need to check external sources. 2 accounts reported for reasonable explanation are not resulting in income passing.	<b>Partially Resolved</b> - The data fixes for the 231 accounts have been completed however more analysis is needed to determine the root cause of the 2 accounts reported for reasonable explanation not resulting in income passing.
7	MCI tasks not being created for partial matches are blocking applications. MCI task not playable and user not able to proceed.	~	One new issue was identified two weeks ago impacting 12 accounts where a customer has both a SHOP and an Individual QHP account. This new issue will be fixed by 11/5 - The SHOP MCI issue has 1,000 still need to be fixed and validated. One task issue (app error on working a task) planned to be fixed on 11/09	<b>Partially Resolved</b> - Data fixes have been deployed. Code fix in progress targeted for 11/12

# System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to November 4th

## Start of the Day

**5,419**

Scanned/Indexed



**5,304**

Processed



**10,857**

Completed



**21,580**

Total

## Day's Activities

**-390**

Scanned/Indexed



**473**

Processed



**323**

Completed



**406**

Total

## End of the Day

**5,029**

Scanned/Indexed



**5,777**

Processed



**11,180**

Completed



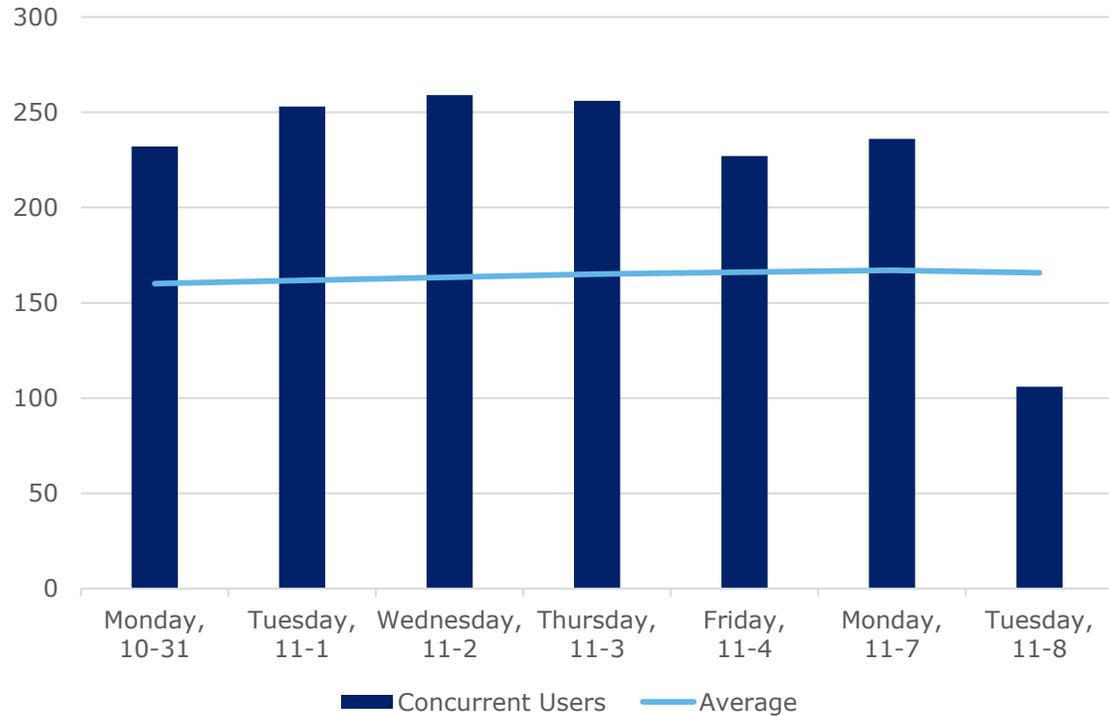
**21,986**

Total

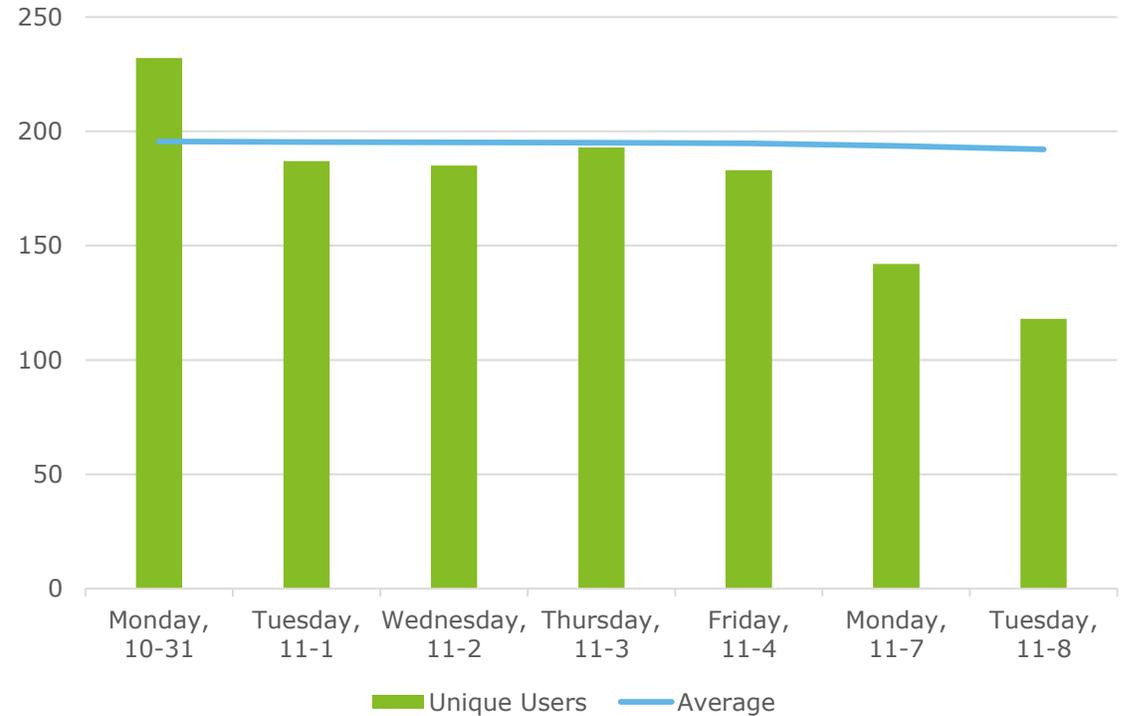
# RI Bridges Technical Metrics – Worker Portal

Wednesday November 9th 2016 (10:00 AM EDT)

### Worker Portal Concurrent Logins Per Weekday



### Worker Portal Unique Logins Per Weekday

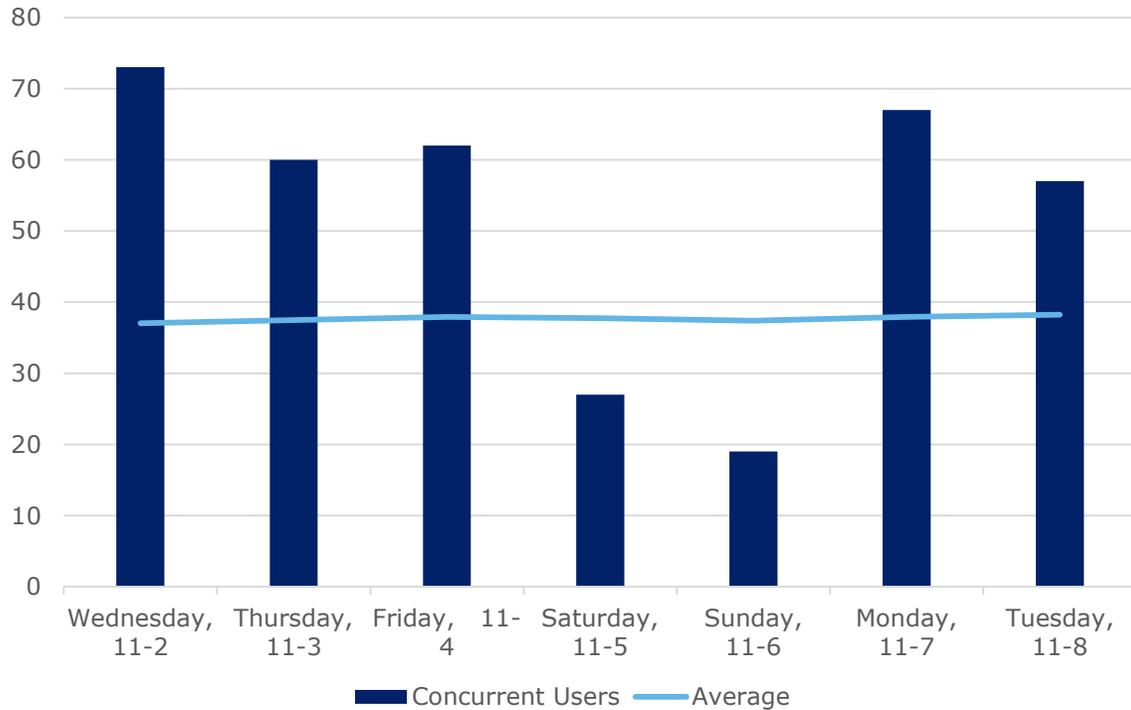


\*Concurrent is over five minutes

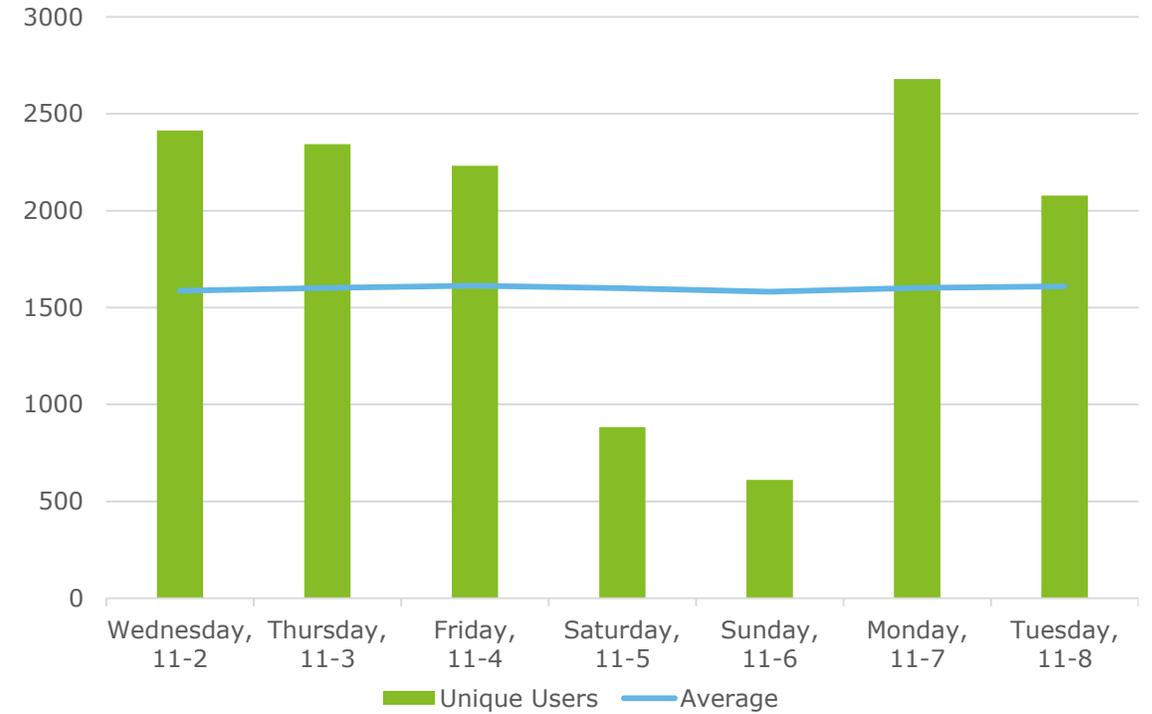
# RIBridges Technical Metrics – Customer Portal

Wednesday November 9th 2016 (10:00 AM EDT)

### Customer Portal Concurrent Logins Per Day



### Customer Portal Unique Logins Per Day

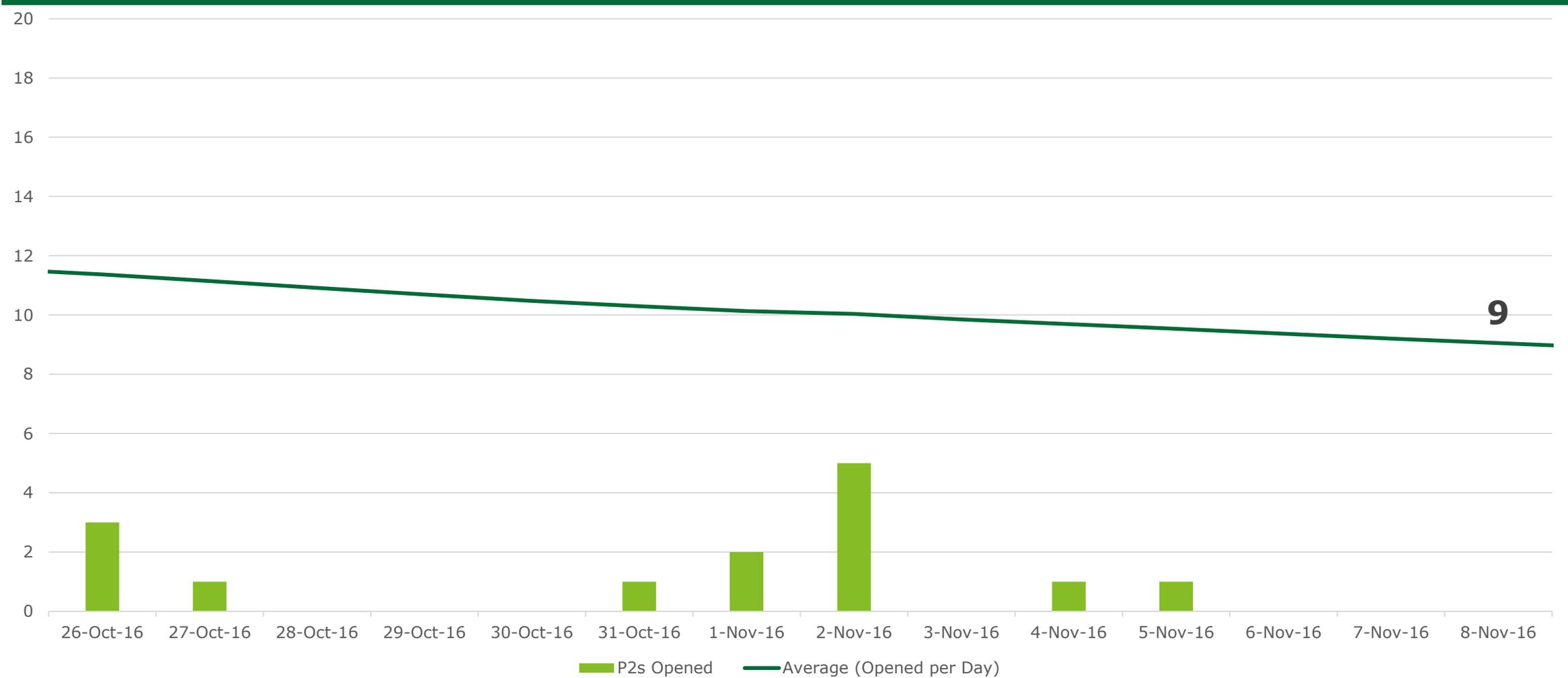


\*Concurrent is over five minutes

# RIbridges Technical Metrics – P2 Incident Report

Wednesday November 9th 2016 (10:00 AM EDT)

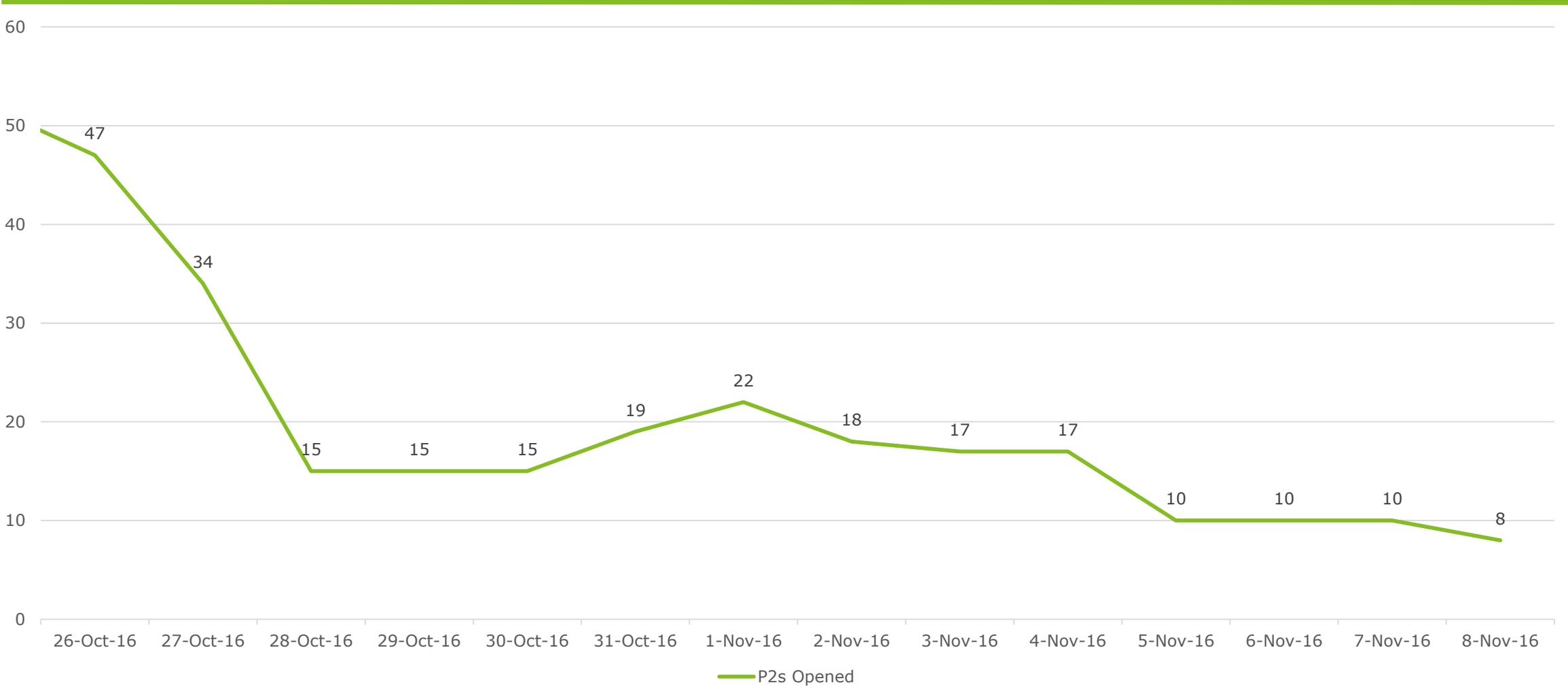
P2 Incidents Opened by Day



# RIBridges Technical Metrics – P2 Incident Report

Wednesday November 9th 2016 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



# RIbridges Technical Metrics – Agency Priority 3 Incidents (P3s)

Wednesday November 9th 2016 (10:00 AM EDT)

Total Priority 3 Open Incidents by Day

